

Exam Questions CRT-251

Salesforce Certified Sales Cloud Consultant (SU18)

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NEW QUESTION 1

The Universal Containers sales team wants to track product shipments for each of its customers. The shipment tracking information is currently available in a back-end system, which the company plans to integrate with Salesforce. Which set of objects are relevant for this integration?

- A. Opportunity, opportunity product, campaign, custom object-shipment status
- B. Opportunity, opportunity product, custom object-shipment status
- C. Lead, account, opportunity product, custom object-shipment status
- D. Lead, opportunity, product, custom object-shipment status

Answer: B

NEW QUESTION 2

Universal Containers uses Products in Salesforce and has a private security model. The product management employees do NOT have access to all opportunities but wants to track the performance of a new product after it is launched. What should a consultant recommend to allow the product management employees to track the performance of the product?

- A. Create a trigger to add the product management team to the sales team of relevant opportunities.
- B. Create a criteria-based sharing rule to add the product management team to relevant opportunities.
- C. Create a trigger to set the product manager as owner for opportunities on the new product.
- D. Create a new product and add it to the price book with the product manager as an owner.

Answer: B

NEW QUESTION 3

Universal Containers wants to capture business sector information on a lead and display the information on the account and contact once the lead has been converted. How can these requirements be met?

- A. Create a custom field on the Lead, Account, and Contact objects and configure mapping of these two field for conversio
- B. Use a trigger to update the Contact field with the Account value.
- C. Create a custom field on the Lead and Account object
- D. Create a custom formula field on the Contact object to pull the value from the Account object.
- E. Create a custom field on the Lead and Account objects and configure mapping of these two fields for conversio
- F. Create a custom formula field on the Contact object to pull value form the Account object.
- G. Create a custom field on the Lead and Account objects and configure mapping of these two fields for conversio
- H. Create a custom formula field on the Account object to pull value form the Contact object.

Answer: C

NEW QUESTION 4

The sales representatives at Universal Containers use various email applications and often receive important customer emails where they are away from the office. Sales management wants to ensure sales representatives are recording email activity with customers in Salesforce while they are away from the office. Which solution should a consultant recommend to meet this requirement?

- A. Download and install a Salesforce universal connector for their smartphones and computers.
- B. Download and install the Salesforce for Outlook connector on their smartphones and computers.
- C. Forward emails using their Email-to-Salesforce email address from their smartphones and computers.
- D. Copy and paste emails manually to the customer record in Salesforce from their smartphones and computers.

Answer: C

NEW QUESTION 5

Universal Containers sells three unique products and each product has its own sales process. The company qualifies prospects for the three products in a consistent manner; however, once the customer has shown interest, the sales representatives must follow the relevant product's sales process. Which two solutions should a consultant recommend to meet these requirements? Choose two answers.

- A. Configure opportunity record types for each sales process.
- B. Create sales stages that align with opportunity record types.
- C. Define sales processes to map to each opportunity record type.
- D. Define the default opportunity teams for each opportunity record type.

Answer: BC

NEW QUESTION 6

Universal Containers has a large sales department that is dispersed worldwide. Sales managers want greater visibility into the opportunities in progress with their respective teams and want to receive email notifications when opportunities reach key metrics (e.g. progress to a certain stage or reach a specific probability). However, individuals want to control the frequency of their email notifications. Which two solutions should a consultant recommend? Choose two answers.

- A. Configure the individual Salesforce for Outlook email settings to control notification frequency.
- B. Configure Chatter Feed Tracking to provide updates for the key metrics the sales managers are looking for.
- C. Create a report filtering for the desired criteria and individuals subscribe to the report.
- D. Define a workflow rule and email task that is triggered when key fields are updated to new values.

Answer: BC

NEW QUESTION 7

Universal Containers allows its sales representatives to negotiate up to a 5% discount for their opportunities. Discounts greater than 5% must be sent to their Regional Sales Manager (RSM) to approval. Discounts greater than 15% must also be sent to the Regional Vice President (RVP) for approval. Which approach would satisfy these requirements?

- A. Configure an approval process for the RSM and a workflow rule for the RVP.
- B. Create two approval processes, one for the RSM and one for the RVP.
- C. Create the two-step approval process for the RSM and RVP as approvers.
- D. Configure a workflow approval task and email to notify the RSM and RVP.

Answer: C

NEW QUESTION 8

Resellers for Universal Containers need access to reports in the Partner Communities to help manage their opportunities. How should Salesforce be configured to give resellers the correct level of access to reports?

- A. Create the appropriate list views and report folders in the Partner Communities for all partner users.
- B. Create a new tab in the Partner Communities to display the appropriate list views and report folders.
- C. Create a Chatter group that allows partners to post links to appropriate list views and reports.
- D. Create the appropriate list views and report folders, and share with all partner users.

Answer: D

NEW QUESTION 9

The members of an opportunity team at Universal Containers are working together to close an opportunity. The sales engineer on the team is having trouble keeping up with the active quote. How can the sales engineer identify the opportunity's active quote?

- A. Reference the last modified date on the quotes.
- B. Reference the synced quote field on the opportunity record.
- C. Reference synced quote history on the opportunity.
- D. Follow the opportunities' quotes in Chatter.

Answer: B

NEW QUESTION 10

A premier customer for Universal Containers needs access to confidential product roadmap information. Which two steps should a sales representative take to securely send this information using content delivery? Choose two answers.

- A. Remove access to content after a specified date.
- B. Require the customer to enter a password to view the content.
- C. Require the customer to enter a security token to download the content.
- D. Require the recipient to log into Salesforce to access the content.

Answer: AB

NEW QUESTION 10

The shipping department at Universal Containers is responsible for sending product samples as part of the sales process. When an opportunity moves to the "sampling" stage, Universal Containers wants an automatic email sent to the shipping department listing the products on the opportunity. How can this requirement be met using a workflow email?

- A. Create is on the opportunity product using an HTML email template.
- B. Create is on the opportunity using a Visualforce email template.
- C. Create is on the opportunity product using a Visualforce email template.
- D. Create is on the opportunity using an HTML email template.

Answer: B

NEW QUESTION 14

Universal Containers has configured a private sharing model with opportunity team selling enabled. The company allows its sales representatives to add sales team members to their opportunities when necessary. As a result, each sales representative has opportunities they directly manage and opportunities on which they collaborate with other sales representatives. Which data set filter report would allow the sales representatives to see all opportunities they are involved with?

- A. My team-selling and my opportunities
- B. My team-selling shared opportunities
- C. My team's opportunities
- D. My collaborative opportunities

Answer: A

NEW QUESTION 19

A lead sharing rule has been defined so that leads owned by the record owner are shared with the public group called "Sales Team." Who will have access to these records, assuming that a private sharing model is in place on these objects and there are no sharing rules defined for those objects, when the lead is converted to an account, contact, and opportunity?

- A. The record owner will be the only person who is able to access the account, contact, and opportunity records.
- B. The record owner, all members of the public group, and a group called "Sales team" will be able to access the three records.
- C. The record owner and anyone above the record owner in the role hierarchy will be able to access the three records.

D. The record owner, all members of the public group, and a group called “Sales team”, and anyone above any group member in the role hierarchy will be able to access the three records.

Answer: C

NEW QUESTION 20

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